



*This Examination is valid through August 2007*

## ServSafe Alcohol™ Final Examination

**IT IS EXTREMELY IMPORTANT THAT YOU FOLLOW THE INSTRUCTIONS FOR ACCURATELY COMPLETING YOUR ANSWER SHEET. IF YOUR ANSWER SHEET IS NOT COMPLETED PROPERLY, IT WILL NOT BE SCORED AND YOU WILL HAVE TO PAY TO RETAKE THE EXAMINATION.**

### Directions for Taking the Examination

This examination is designed to test your knowledge and understanding of basic hospitality industry skills. It contains 60 multiple-choice questions. For each question, choose the response that you believe to be the correct answer. It is to your advantage to answer every question on the examination, even if you have to guess. Skipping a question will reduce your overall examination score. To pass the examination you must answer 45 of the 60 items, or 75 percent, correctly.

You may not refer to any books or notes, or communicate in any way with other examinees during the examination. Please clear your desk of everything except the examination, the answer sheet, a calculator, a No. 2 pencil or erasable blue or black pen, and an eraser. At no time may you remove examination materials from the room.

Look carefully at your Examination Answer Sheet, and when marking your Answer Sheet, be sure that the row number matches the number of the question you are answering. Make certain to darken the circle completely. If you decide to change an answer, erase the original answer completely. Incomplete erasing, stray marks, or multiple responses on the Examination Answer Sheet could result in incorrect scoring. **The Proctor is not allowed to discuss the contents of the questions with you at any time.**

### Preparing the Examination Answer Sheet

Make sure the side of the Examination Answer Sheet that requires your name and address information is facing up. Print the requested information clearly in the row of appropriate boxes, then, completely darken the circles corresponding to the letter printed in the box. If the entire name is longer than the space provided, please abbreviate. Do not leave space between letters of your name. Multiple darkened responses within a row will be recorded as an error and may result in an incorrect spelling on your Certificate.

• Fill in appropriate boxes by printing neatly, one character per space provided, being careful not to touch any of the lines.



**Note:** Failure to accurately record information on the Examination Answer Sheet will result in errors on your certificate. Twenty dollars (\$20) is charged for corrections or reprints of certificates.

### Examination Scoring and Certificates

- Examinations are scored by the NRAEF. Scores will be available within 10 business days from your examination date.
- You must contact your Proctor for your score; the NRAEF will not provide you with score or class number information. NRAEF Certificates are sent to directly to your Proctor, who then forwards your result/certificate to you.

**DO NOT BEGIN THIS EXAMINATION UNTIL YOU ARE TOLD TO DO SO BY YOUR PROCTOR**

**1. Denying alcohol service to a pregnant woman is**

- A. illegal in all 50 states.
- B. legal in all 50 states.
- C. illegal in most states.
- D. legal in most states.

**2. A server can face criminal charges when**

- A. serving alcohol to a pregnant woman.
- B. serving alcohol to a guest who appears intoxicated.
- C. serving alcohol to a designated driver.
- D. serving alcohol to an elderly person.

**3. If a condition of a liquor license is violated, citations can be issued to**

- A. only the owners of the establishment.
- B. only the employee(s) who violated the condition.
- C. only the manager on duty when the violation occurred.
- D. the owners and/or their employees.

**4. What can result if you break a state, county, or municipal alcohol law when serving or selling alcohol?**

- A. You will not be held liable because the establishment's owner has full legal responsibility for any incidents involving alcohol service.
- B. You may be fined, but you cannot face criminal charges.
- C. The establishment could lose its liquor license, but you will not be fined.
- D. You could be placed on probation, fined, or sent to prison.

**5. Can a member of the liquor authority legally set up a sting at an establishment to monitor the service of alcohol to underage drinkers?**

- A. No. Liquor authorities are not law enforcement, so they cannot enter an establishment without notice.
- B. No. Liquor authorities can only issue liquor licenses.
- C. Yes. Liquor authorities can enter an establishment at any time without notice.
- D. Yes. Liquor authorities can legally perform this type of sting, but cooperation is not required unless law enforcement officials are also present.

**6. A minor is allowed to enter the establishment with a fake ID. This can result in a fine for**

- A. the owner, but not the server.
- B. the server, but not the owner.
- C. the owner and the server.
- D. the minor who presented the fake ID.

**7. If you work in a state that licenses servers to serve alcohol and the liquor authority sets up a compliance check during your shift, which action can cause you to lose your license?**

- A. Failing to check the ID of a guest who appears to be under age.
- B. Checking the IDs of guests who are clearly not minors.
- C. Refusing to serve a guest who seems intoxicated, but actually is not.
- D. Asking a guest with a suspect ID personal questions such as weight and address.

**8. Which CORRECTLY identifies the liquor authority's role in enforcing alcohol laws?**

- A. Its only job is to issue liquor licenses.
- B. It can issue and monitor liquor licenses, but it cannot issue citations for violations.
- C. It cannot issue citations for violations, but it can hold hearings for violators of the liquor code.
- D. It can issue both liquor licenses and citations for violations.

**9. If an intoxicated person enters an establishment and is served an alcoholic beverage, the person who served the alcohol**

- A. could be held responsible for committing a crime.
- B. will be held criminally liable under Dram shop laws.
- C. can be fined by the liquor authority, but cannot be held criminally liable.
- D. is protected under the law because the person was intoxicated before entering the establishment.

**10. Dram shop laws**

- A. are a special kind of criminal liability which protect servers from being held responsible for payment of damages.
- B. are a special kind of civil liability which protect servers from being held responsible for payment of damages.
- C. allow people to sue a business, its owners, and its employees only if they were injured by another guest who was drinking in the establishment while they were there.
- D. allow people to sue a business, its owners, and its employees for injuries caused by a guest who was drinking there, even if the people suing had not been in the establishment.

**11. Being held responsible for violating a state, county, or municipal alcohol service law is called**

- A. civil liability.
- B. criminal liability.
- C. dram shop violation.
- D. liquor law violation.

**12. How can an establishment's owner be affected if an employee violates an alcohol law?**

- A. The owner cannot be held responsible for the employee's poor judgment.
- B. The owner can be fined for the employee's poor judgment and could have the liquor license revoked.
- C. The owner's business will be immediately shut down.
- D. The owner will only be responsible for firing the employee.

**13. Criminal liability, for a server of alcohol, is being**

- A. placed on probation, fined, or given jail time.
- B. held responsible for payment of damages.
- C. placed on probation, fined, or given jail time in addition to payment of damages.
- D. provided with legal protection from fines, probation, or jail time.

**14. A server could be issued a citation for failing to**

- A. prevent a minor with a fake ID from entering the establishment.
- B. offer food to a guest who has been drinking.
- C. offer water to a guest who has been drinking.
- D. prevent a designated driver from drinking alcohol.

**15. What is the legal age to purchase alcohol?**

- A. 21 years old in all 50 states.
- B. 21 years old, but only in some states.
- C. Under 21 years old in all 50 states.
- D. Under 21 years old in some states.

**16. A guest walks into an establishment and orders a beer. The guest looks underage so an ID is requested. The ID is intact and the photo resembles the guest, but the ID expired a month ago. What action should be taken?**

- A. Question the guest about the ID; if the guest just hasn't had a chance to renew the license, serve the beer.
- B. Ask the guest to recite the home address; if it matches the address on the ID, serve the beer.
- C. Check for all other features of a valid ID; if anything else appears unusual, refuse to serve the beer.
- D. Unless the guest has another form of ID, refuse to serve the beer.

**17. If the date is October 25, 2005, a guest is old enough to be served alcohol if born on**

- A. August 2, 1984.
- B. November 12, 1984.
- C. July 30, 1985.
- D. October 19, 1985.

**18. A guest walks in and orders an alcoholic beverage. You suspect the guest is a minor, so you ask for an ID. After looking at it, you remain unsure that the guest is of age, so you refuse alcohol service. If the guest is of age and complains to authorities about the refusal, what are the consequences?**

- A. You are legally protected because you have the right to refuse service if you suspect that a guest is a minor.
- B. You can be held criminally liable for refusing to serve a guest who is not a minor when you merely suspect the guest is a minor.
- C. You can be held civilly liable for refusing to serve a guest who is not a minor when you merely suspect the guest is a minor.
- D. You can cause your establishment to have its liquor license revoked by the liquor authority for refusing to serve a guest who is not a minor when you merely suspect the guest is a minor.

**19. A valid ID**

- A. is not expired.
- B. contains the correct font.
- C. has the appropriate license number.
- D. has a clear photo.

**20. Which is a feature that often appears on IDs issued to minors?**

- A. The lamination's thickness will differ from that of a 21-and-older ID.
- B. The back of the ID will contain words such as valid or secure.
- C. The ID will not have an expiration date.
- D. The ID's photo's location may differ from that on a 21-and-older ID.

**21. A young lady enters the bar and orders a drink. When asked for her ID, she presents her wallet open so the ID is visible. What should be done next?**

- A. Keep the ID in the wallet and just verify that the picture and information are valid.
- B. Keep the ID in the wallet, but ask a few questions that only the owner of the ID could answer.
- C. Remove the ID from the wallet for a better look at the picture and the signature.
- D. Ask her to remove the ID from the wallet, then inspect it for signs of tampering.

**22. ID readers that check IDs with bar codes or magnetic stripes**

- A. were made to save time by verifying an ID is valid and genuine simply by scanning it.
- B. were created to spot fake IDs more accurately. They only need to be scanned.
- C. should be combined with other checking procedures because bar codes can be imported from valid ID cards.
- D. should not be used to verify IDs because their sole purpose is to track guests' demographic information for marketing purposes.

- 23. To help verify that an ID belongs to the guest who presents it, an employee should check**
- A. for bubbles in the lamination.
  - B. that the photo on the ID matches the presenter.
  - C. the photo placement on the ID.
  - D. for holograms on the ID.
- 24. To calculate if a guest is old enough to drink, add 20 to the guest's birth year, add 1 to the total and then compare the calculated year to the current year. If the calculated year occurs after the current year, is the guest old enough to drink?**
- A. Yes, the guest is 21 years old.
  - B. Yes, the guest is over 21 years old.
  - C. No, the guest is underage.
  - D. There is not enough information.
- 25. If the date of birth on a guest's ID is December 5, 1983, on which date will the guest be old enough to drink?**
- A. December 5, 2003
  - B. January 4, 2004
  - C. December 4, 2004
  - D. December 31, 2004
- 26. When should a guest's ID be checked ?**
- A. Anytime a guest appears to be under 21 years of age
  - B. Only when the guest is surely under 21 years of age
  - C. Only when a guest avoids eye-contact when greeted
  - D. Only when a guest giggles after ordering a drink
- 27. If a guest leaves an establishment and then returns, under what condition should the ID be rechecked?**
- A. When the employee does not remember the guest
  - B. If the guest did not inform the employee before leaving
  - C. Anytime the guest leaves and returns
  - D. Once an ID has been checked, it never needs to be rechecked
- 28. Which action CANNOT be taken if a fake ID is identified?**
- A. Refuse alcohol service to the guest.
  - B. Refuse entry to the establishment.
  - C. Confiscate the fake ID.
  - D. Threaten the guest.
- 29. A guest presents a passport as identification. What should be done in this situation?**
- A. Accept the passport without further verification because passports include too many security features to be duplicated.
  - B. Validate it with an ID checking guide because passports are not a commonly used form of ID.
  - C. Tell the guest passports cannot be accepted without another form of ID.
  - D. Scan the code on the passport with an ID reader to ensure the information on the passport is correct.
- 30. A guest presents a state ID card as identification. Can it be accepted?**
- A. Yes. State ID cards are an acceptable form of ID in all 50 states.
  - B. Yes, as long as state ID cards are accepted in the establishment's jurisdiction.
  - C. No. State ID cards are too easy to duplicate so they are not accepted anywhere.
  - D. No. State ID cards do not indicate if a person is a minor.

**31. An intoxicated person arrives at the establishment and employees are informed not to serve that person any alcohol. Upset about not getting a drink, the guest decides to drive to another bar. What should be done in this situation?**

- A. Let the guest go. The guest wasn't served any alcohol so the establishment cannot be held responsible for anything that happens after the guest leaves.
- B. Let the guest go. The guest may cause trouble while in the establishment and could cause it to be held responsible for any damages that occur.
- C. Try to prevent the guest from driving. If the guest insists, leave the person alone to avoid confrontation.
- D. Try to prevent the guest from driving. If the guest refuses to cooperate, call the police.

**32. You have decided to stop alcohol service to a guest, but she keeps begging you for another drink. She soon becomes so annoying that you think your job might become easier if you served her one more. You've talked to her friends and learned the group has a designated driver. What should you do in this situation?**

- A. Remain calm and patient and repeat your decision to stop alcohol service often enough for her to understand.
- B. In a firm, annoyed tone, tell the guest to sit down because you cannot serve her anymore alcohol.
- C. Inform the guest that if she keeps bothering you, you will call the police to remove her from the premises.
- D. Serve the guest one last drink, but make sure it contains much less alcohol.

**33. Identify the CORRECT sequence of actions that should be taken when an illegal activity is witnessed in an establishment.**

- A. Tell the manager, call the police, and make sure the guests are safe.
- B. Call the police, tell the manager, and make sure the guests are safe.
- C. Make sure you and your guests are safe, tell the manager, and call the police.
- D. Make sure you and your guests are safe, call the police, and tell the manager.

**34. Joe is a regular customer who spends a lot of money each time he visits. One evening, Joe drinks more than usual and shows several signs of intoxication. You decide to stop alcohol service to Joe, but the manager insists you continue to serve him because he is a loyal customer. How should you handle this situation?**

- A. Serve Joe. You are following a manager's orders, so you are not liable for serving an intoxicated guest.
- B. Serve Joe. Even though serving an intoxicated individual is illegal, the chances of anything bad happening are slim and don't justify losing your job.
- C. Ask the manager to serve Joe because it is illegal to serve an intoxicated guest and you do not want to be held liable.
- D. Serve Joe, but talk to the establishment's owner or the human resources department about the situation the next day.

**35. When can a violent guest be touched or physically restrained?**

- A. When the guest attempts to harm you or another staff member
- B. When the guest attempts to harm other guests in the establishment
- C. Guests can be physically restrained whenever necessary.
- D. Guests should never be touched or physically restrained.

**36. A guest who has consumed too much alcohol is convinced not to drive, and a cab is called to take the guest home. What should be done next?**

- A. Call the non-emergency number for the police to inform them about the situation and how it was handled.
- B. Inform all staff in the establishment not to serve this guest in the future.
- C. Document the details and reasons for arranging alternate transportation for the guest in an incident report.
- D. The situation was handled properly, so further action is unnecessary.

**37. A guest who identifies herself as the designated driver has her friends buy her alcohol. How should this situation be handled?**

- A. Remove all alcohol from the table right away.
- B. Stop service to all guests at the table right away.
- C. Ask the guest to leave because you could be held liable for serving a designated driver.
- D. Monitor this guest's drink consumption as you would the other guests'.

**38. How does the procedure for handling a guest who arrives at your establishment intoxicated and tries to drive home differ from the procedure for handling a guest who has drunk to the point of intoxication at your establishment and tries to drive home?**

- A. The procedure for handling either situation varies based on company policy.
- B. The procedure for handling either situation is the same.
- C. Servers must use more caution when dealing with guests who became intoxicated while at their establishment.
- D. Servers are not responsible for anything that happens to a guest who became intoxicated at another establishment.

**39. When are you liable for your actions as an alcohol server?**

- A. Anytime you are serving alcohol
- B. Only when you decide to violate an alcohol service law
- C. You are not liable if your manager instructs you to violate an alcohol service law.
- D. You are not liable if you did not know you broke an alcohol service law.

**40. Most alcohol is absorbed into the bloodstream through the**

- A. mouth.
- B. stomach.
- C. small intestine.
- D. liver.

**41. Which activity removes a large amount of alcohol from the body?**

- A. Walking
- B. Drinking coffee
- C. Urinating
- D. Waiting for time to pass

**42. The liver can remove alcohol from the body at a rate of**

- A. one drink per hour.
- B. two drinks per hour.
- C. three drinks per hour.
- D. four drinks per hour.

**43. Which drink does NOT contain the same amount of alcohol as a 12-ounce glass of beer?**

- A. 1 ounce of 100-proof whiskey
- B. 2½ ounces of 40-proof vodka
- C. 3 ounces of 80-proof gin
- D. 5 ounces of wine

- 44. One drink equals how many ounces of pure alcohol?**
- A. ½ ounce
  - B. 1 ounce
  - C. 1½ ounces
  - D. 2 ounces
- 45. A server should start counting drinks when a guest**
- A. places the first order.
  - B. shows signs of intoxication.
  - C. has been at the bar for over an hour.
  - D. has had a few drinks but hasn't ordered any food.
- 46. How does tolerance to alcohol affect BAC?**
- A. Tolerance masks the effects of alcohol while lowering the BAC.
  - B. Tolerance masks the effects of alcohol, but the BAC rises faster.
  - C. Tolerance masks the effects of alcohol because the BAC level will not rise to the level of intoxication.
  - D. Tolerance masks the effects of alcohol, but the BAC rises normally.
- 47. Alcohol builds up in the bloodstream after a person consumes more than how many drinks per hour?**
- A. 1
  - B. 2
  - C. 3
  - D. 4
- 48. After consuming alcohol for a few hours, a guest starts buying drinks for strangers. This is an example of**
- A. impaired judgment.
  - B. relaxed inhibitions.
  - C. slowed reaction time.
  - D. impaired motor coordination.
- 49. After having been served several drinks, a guest has trouble lighting a cigarette. This is a sign of**
- A. impaired judgment.
  - B. relaxed inhibitions.
  - C. slowed reaction time.
  - D. impaired motor coordination.
- 50. Which drink does NOT equal a 5-ounce glass of 40-proof vodka served straight?**
- A. A 12-ounce glass with 5 ounces of 40-proof vodka and 7 ounces of a carbonated beverage
  - B. An 8-ounce glass with 5 ounces of 40-proof vodka and 3 ounces of cranberry juice
  - C. A dry martini with 3 ounces of 80-proof gin
  - D. A 1-ounce shot of 100-proof whiskey
- 51. If a large person and a small person drink the same amount, a large person will have**
- A. a lower BAC than a small person because the large person has more blood to dilute the alcohol.
  - B. a higher BAC than a small person because alcohol travels out of the body quicker in a small person.
  - C. a lower BAC than a small person initially, but over time the large person's BAC will be higher.
  - D. a higher BAC than a small person initially, but over time the large person's BAC will be lower.
- 52. How does alcohol move through the body?**
- A. From the mouth, to the stomach, throughout the body, to the small intestine
  - B. From the mouth, to the stomach, to the liver, to the small intestine
  - C. From the mouth, to the stomach, to the small intestine, and throughout the body
  - D. From the mouth, throughout the body, to the stomach, to the liver

**53. Once in the bloodstream, how long does alcohol take to reach the brain?**

- A. A few minutes
- B. 30 to 45 minutes
- C. One hour
- D. A few hours

**54. At what BAC level will a person be at risk for coma or death?**

- A. .1
- B. .2
- C. .3
- D. .4

**55. A guest consumed several drinks during a few hours and didn't show signs of intoxication. The guest stopped drinking 30 minutes before leaving the establishment. Which statement is true regarding the guest's BAC level?**

- A. BAC can continue to rise after leaving the establishment, causing the guest to become intoxicated while driving.
- B. BAC will immediately decrease because drinking was stopped 30 minutes before leaving.
- C. BAC will stay the same for a while and then decrease; therefore, intoxication is unlikely.
- D. BAC will rise only if the guest begins drinking again. When the guest's BAC will decrease is unknown.

**56. Which method can be used to prevent guests from becoming intoxicated?**

- A. Offering the guests snack foods such as pretzels, peanuts, or chips
- B. Offering the guests food high in carbohydrates to absorb the alcohol
- C. Serving the guests one drink at a time to pace their drink consumption
- D. Serving the guests more than one drink at a time to ensure they don't get angry or frustrated

**57. Which organ is responsible for breaking down alcohol?**

- A. The small intestine
- B. The stomach
- C. The liver
- D. The kidney

**58. What effect will alcohol consumption have on a guest who is taking medication?**

- A. The alcohol can interact with the medication to decrease the alcohol's effects.
- B. The alcohol can interact with the medication to decrease the medication's effects.
- C. The alcohol will likely not interact with medication and therefore have no effect.
- D. The alcohol can intensify the drug's and the alcohol's effects.

**59. What percentage of alcohol is 60-proof vodka?**

- A. 120 percent alcohol
- B. 60 percent alcohol
- C. 30 percent alcohol
- D. 15 percent alcohol

**60. Which will NOT prevent a guest from becoming intoxicated?**

- A. Offering the guest water and refilling it often to keep the guest hydrated
- B. Offering the guest food to slow the absorption of alcohol
- C. Offering the guest drinks mixed with tonic or soda to decrease the amount of alcohol in each glass
- D. Pouring drinks consistently to keep track of the actual number of drinks consumed